MITEL

5205 | IP Phone

USER GUIDE

MITEL | it's about **YOU**

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ABOUT THE 5205 IP PHONE

The Mitel Networks 5205 IP Phone is a digital telephone that connects directly to a 10/100BaseT Ethernet network. It is supported by the Mitel Networks 3300 Integrated Communications Platform (ICP) Release 3.3 and later software.

The Mitel Networks 5205 IP phone has eight fixed-function keys (**HOLD, CANCEL, MESSAGE, REDIAL, DIRECTORY, TRANS/CONF, CALL FORWARD, CALL ME BACK**) and 14 programmable keys with built-in status indicators along with a Volume Up/Down key and a standard numeric keypad. The bottom-most key is assigned as the primary LINE key.
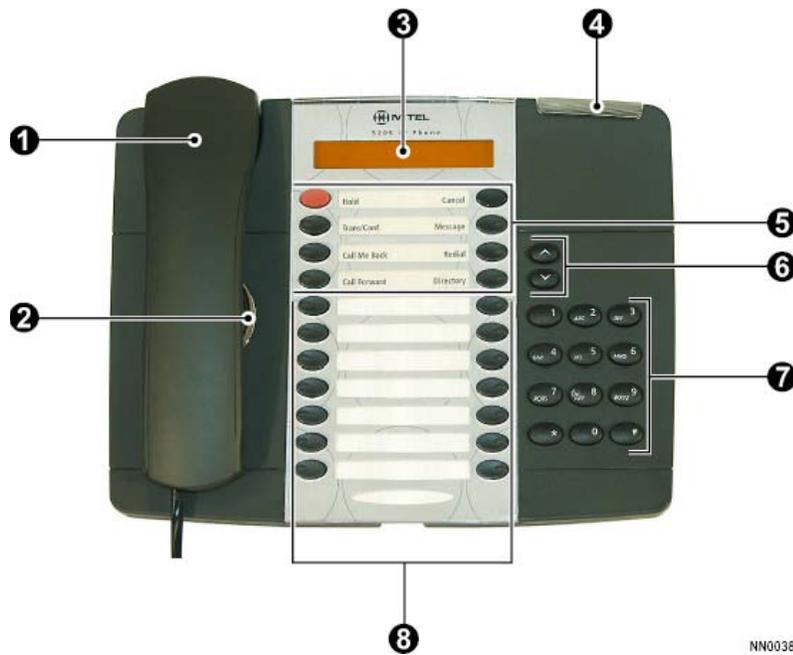
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1. Handset
2. Speaker
3. Display
4. Message Waiting Indicator
5. Fixed-Function Keys
6. Volume Control
7. Keypad
8. Programmable Feature Keys

Telephone Status Indicators

Situation:	The message waiting indicator is:
Line is idle	Off
Line is ringing	Flashing rapidly
Message waiting/Voicemail	Flashing slowly

Line Keys

The bottom-right programmable feature key on your phone will be programmed by your Administrator as a **LINE** key (referred to as either an 'intercom' or 'Prime Line' key). Additional programmable keys can be set up to access other lines so that you can answer or make calls on multiple lines. Programmable keys designated as **LINE** keys will indicate the status of a line with the key light as follows:

Key Status	Explanation
Lit	The line is in use.
Unlit	The line is idle (or free).
Flashing with ringing cadence.	An external call is ringing on this line.
Flashing with held cadence.	A call on this line is currently on hold.

To make a call using a line other than the primary one assigned to the phone:

1. Lift the handset.
2. Press a line key that has been programmed to use another extension.
3. Dial the number.

Note: Refer to *Making and Answering Calls* for further information.

For Users on Resilient 3300 ICP Systems

If during a call, you hear two beeps repeated every 20 seconds it means that your phone is switching to a secondary 3300 ICP system. The call continues but the keys and features on your phone stop working. The keys and most features begin working again after you hang up. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you'll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

Tips for Your Comfort and Safety

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjusting the viewing angle

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing:

1. Press the release tabs on thes sides of the stand.
2. Hinge the two front hooks and snap the two back hooks of the stand into either the upper or lower notches on the back of the phone.
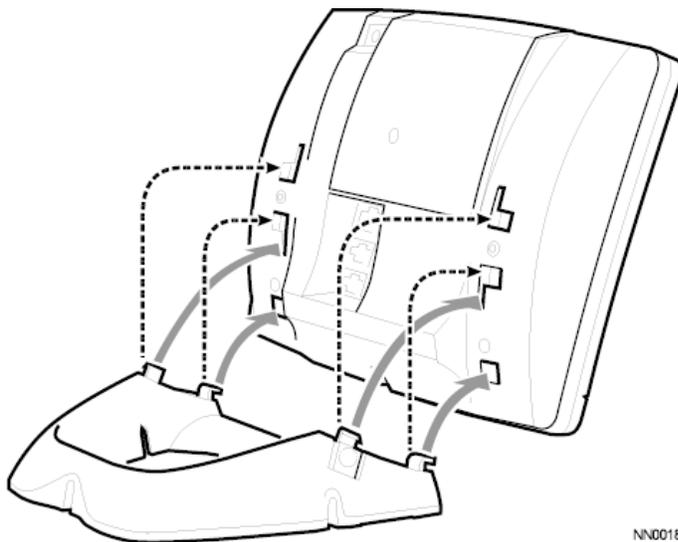
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USING YOUR PHONE

Adjusting the ringer volume

To adjust the Ringer Volume while the phone is ringing:
- Press ⏶ or ⏷.

Adjusting the handset receiver volume

To adjust the Handset Receiver Volume when you are using the handset:
- Press ⏶ or ⏷.

Adjusting display contrast

To adjust the contrast level of the display screen while the phone is not in use:
- Press ⏶ or ⏷.

Programming the Feature Keys

Programming the feature keys on your 5205 IP phone is done on your computer using the Desktop Tool to access the 3300 ICP on your network. Features such as speed dial keys, programming key definitions and Call Forwarding must be all programmed using the Desktop Tool.

For more information on using the Desktop Tool, please contact your System Administrator.

MAKING AND ANSWERING CALLS

Making a Call

To make a call using the handset:

1. Lift the handset.
2. Dial the number.

Note: To use a line other than the primary one assigned to the phone, press one of the Line keys before you dial the number.

To make a call using a Speed Call key:

- Lift the handset.
- Press the Speed Call key to dial a pre-programmed number.

Note: Speed Call keys must be programmed using the Desktop Tool as described in *Programming the Feature Keys.* Speed Call keys may be used either for telephone numbers or to send a multi-digit password during a call.

Answering a Call

To answer a call:

- Lift the handset.

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift handset.
2. Dial ****79**.

To Redial a saved number:

1. Lift handset.
2. Dial ***6***.

Auto-Answer

Auto-Answer lets you answer calls without lifting the handset. When a call arrives, you hear a short ring, followed by the caller's voice.

To enable or disable Auto-Answer:
- Press the programmable key assigned to the Auto-Answer feature.

To answer a call while on Auto-Answer:
- Lift the handset.

Speed Call

You may use Speed Call keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:
1. Lift the handset.
2. Press the key programmed for the Speed Call number you wish to dial.

To use a stored Speed Call number during a call:
- Press the key programmed with the Speed Call number you wish to send.

Note: Speed call numbers are stored as described in *Programming the Feature Keys.*

CALL HANDLING

Cancel

The **Cancel** key is a fixed-function key that allows you to cancel the current operation and return to a dial tone. Pressing this key is equivalent to replacing your handset and lifting it up again. When this key is pressed during programming, you are returned to the previous programming step.

Pressing the **Cancel** key will reconnect the user to the original active call if the user is in the middle of a Transfer.

Hold

To place a call on Hold:

- Press **HOLD** and replace the handset in the cradle.

To retrieve a call from Hold:

1. Lift the handset.
2. Press the **LINE** key to retrieve the call.

Note: A call placed on hold in this manner is held under the primary line assigned to the set. This type of hold is a 'System Hold' as any other extension can pick up this held call if they have a **DSS/BLF** key programmed for the initial holding extension.

Call Transfer

To Transfer an active call:

1. Press **TRANS/CONF.**
2. Dial the number of the third party.
3. Do one of the following:
    - To complete the Transfer, hang up.
    - To announce the Transfer, wait for an answer, consult, and hang up.
    - To retrieve the call, press the switchhook and dial ***1**.

To cancel a Transfer before the third party has been connected:

- Press the **CANCEL** key to be reconnected to the original call.

Conference Calls

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF.**
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF.**

To leave a Conference:

- Hang up.

Swap

Swap allows you to alternate between two calls by pressing a key. Each call is kept private as neither person can overhear your conversation with the other.

To use the Swap feature to alternate between calls:

1. Make or answer a call, consult and then press the **SWAP** key to place that call on hold.
2. While the first call is on hold, make or answer a second call.
3. Press the programmable key assigned to the **SWAP** feature to alternate back and forth between the two calls.
4. Press

Note: This feature may only be available on this set provided that Exclusive Hold has already been activated. Consult your System Administrator for more information.

Messaging

If the message indicator is flashing slowly while the phone is not ringing, this indicates that you have a message or voicemail.

The response to a message indication changes depending on whether the caller wants you to call back or if they have left a voice message.

Note: For voicemail to work properly with the 5005 IP phone, Call Forward must be activated. See *Call Forwarding* for more information.

To respond to a message indication:

1. Lift the handset.
2. Press **MESSAGE**.
   If the caller has left a voice message, the phone will automatically call the voicemail system.
   OR
   If the caller has activated your message indicator instead of leaving a voice message, the phone will automatically call their number.

Callback

To leave a callback message at another extension:

- While listening to ringing or busy tone, press the **CALL ME BACK** key.
  The called extension user is informed of the message waiting indication by their Message Indicator flashing and the display screen showing "MESSAGE WAITING".

Callback - Cancel

To cancel a callback:

1. Lift the handset.
2. Dial **∗1#**.
3. Dial the number of the called extension.
4. Hang up.

Callback - Cancel All

To cancel all callbacks:

1. Lift the handset.
2. Dial **#1**.
3. Hang up.

Call Forward

Incoming internal and external calls presented at your extension can be forwarded in the following ways:

- Call Forward All - forwards all your calls to another destination (extension or external number) without first presenting the calls at your extension.
- Call Forward No Answer - forwards your calls to another destination when you are busy on another call or away from your desk.
- Call Forward Busy - forwards your calls to another destination when you are busy on another call or away from your desk.

Each type of forwarding can be assigned to one of the programmable feature keys and invoked by pressing that key, or by dialing the appropriate feature access code.

You can also forward your calls to voicemail, if available. The extension number of the voicemail system is .

To program and activate Call Forward:

1. Lift the handset.
2. Do one of the following:
   - To redirect all calls without ringing your phone first, dial ***8**.
   - To redirect all calls when your telephone is busy, dial ****70**.
   - To redirect internal calls when your telephone is busy, dial **63**.
   - To redirect external calls when your telephone is busy, dial **62**.
   - To redirect all calls when you don't answer, dial ****71**.
   - To redirect internal calls when you don't answer, dial **65**.
   - To redirect external calls when you don't answer, dial **66**.
3. Dial the destination number.
4. Hang up.

To cancel individual Call Forward types:

1. Lift the handset.
2. Do one of the following:
   - To cancel the redirect of all calls, dial **#8**.
   - To cancel the redirect of calls when your telephone is busy, dial ****72**.
   - To cancel the redirect of calls when you don't answer, dial ****74**.
3. Hang up.

To cancel all Call Forward types:

1. Lift the handset.
2. Dial **##8**.
3. Hang up.

Call Forward - Remote

To forward calls from a remote extension to your current location:

1. Lift the handset.
2. Dial ****8**.
3. Dial the extension of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that was forwarded:

1. Lift the handset.
2. Dial **#8**.
3. Hang up.

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Override

To override Call Forward and ring a extension:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

USING OTHER FEATURES

Attendant Call Hold - Remote Retrieve

To retrieve a call placed on Hold by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the digits announced by the attendant.

Call Park

The Call Park feature allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from any extension in the system.

After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park an active call:
1. Do one of the following:
    - Press the **Call Park** feature key (must be programmed)
    - Press **TRANS/CONF**, and then dial ***7#**.
      The display shows PARKED@, followed by the park destination and parking spot index (if applicable). Example: PARKED@ 1234 @ 02.
2. Dial the directory number on which to park the call (not required if the number is programmed to the **Call Park** feature key).
3. To inform a user that a parked call is waiting, do one of the following:
    - If automatic paging is enabled, announce the call and the park retrieve digits shown on the display.
    - If automatic paging is disabled, press the programmed **Page** key, or dial ****9**, followed by the Paging zone number (if required). Then, announce the call and park retrieve digits shown on the display.

To retrieve a parked call:
1. Do one of the following:
    - Dial ***8#**.
    - Press the **Call Park - Retrieve** feature key (must be programmed).
2. Dial the directory number on which the call is parked (not required if the number is programmed to the **Call Park** feature key).
3. If there are multiple calls parked on the number, dial the two-digit index number to retrieve a specific call, or # to retrieve the longest parked call.

Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
2. Press the **DIALED CALL PICKUP** feature key or dial ***6**.

To answer a call that is ringing at a extension not in your Pickup Group:

1. Lift the handset.
2. Press the **DIRECTED CALL PICKUP** feature key or dial ****6**.
3. Dial the number of the ringing extension.

Camp-on

Camp-on, or Call Waiting, lets you notify someone who is using a telephone that you are waiting to be connected. An attendant may also camp a call onto a busy station. Upon hearing the Camp-on tone, the busy party can either respond or finish the current call.

To Camp-on to a busy extension:

- Press the **CAMP-ON** feature key or dial **3**.
  -OR-
  Wait for the time-out period to expire.

To retrieve a call when you hear Camp-on tone:

- Press the **CAMP-ON** feature key.
  The current call is put on hold. You are connected to the waiting call.

Directory

The Directory feature provides you with access to the Mitel Networks 6500 Speech-Enabled Applications. This allows you to use voice commands to route calls to people or departments within the 6500 SE Attendant system. You can also make calls to people outside of the company provided their names are listed in your Personal Directory.

To place a call from the Corporate Directory:

1. Lift the handset.
2. Press the **DIRECTORY** key.
3. When prompted, speak the extension number or name of the person or the name of the department you wish to call in a clear voice. The call will then be made by the 6500 SE Attendant system.

Note:

1. You must state the individual digits such as "Five-Nine-Two-Two-One-Two-Two" instead of "Five Hundred And Ninety-Two, Two Thousand One Hundred And Twenty Two".
2. Before the auto attendant starts dialing the number of the requested destination, you can cancel the transfer by saying "Cancel" or "No".

For more information on the 6500 SE Attendant system, please contact your Administrator for additional documentation.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Press the **DO NOT DISTURB** feature key or dial ***5**.
3. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Press the **DO NOT DISTURB** feature key or dial ****5**.
3. Hang up.

To activate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial ****5**.
3. Dial the number of the extension to which Do Not Disturb is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial **##5**.
3. Dial the number of the extension with Do Not Disturb activated.
4. Hang up.

Override

To use enter another extension user's call when you encounter busy tone or to override DND tone:

- Press the **INTRUDE** feature key or dial **2**.

Paging

To use Paging:

1. Lift the handset.
2. Dial ****9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

To page a party:

1. Lift the handset.
2. Dial ***37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

To answer a Direct Page (indicated by a single burst of tone):

- Lift handset.

Hot Desking

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. Simply log in at the phone using your assigned Hot Desk User Extension Number and the phone immediately assumes all your speed dials, features keys, call forwarding setup, and line appearances - even your language preference for the display. Any changes you make to the phone while you are logged in--for example, adding a speed dial--are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

Note: All Hot Desking profiles have 13 programmable keys. If you log into a phone that has a fewer number of keys, the extra ones are "hidden". Only the use of the extra keys is lost, not the features assigned to them.

To log into a Hot Desking phone (the phone must be idle):

1. Dial **222**.
2. Enter your Hot Desk User Extension Number.
   You hear confirmation (stutter) tone if login succeeded.

To log out of Hot Desking phone (the phone must be idle):

1. Dial **333**.
2. Enter your Hot Desk User Extension Number.
   You hear confirmation (stutter) tone if logout succeeded.

Note: Your profile can only be active on one phone at a time. If you log in from another phone without logging out from the first one, the system will automatically deactivate your profile on the first phone.

Hot Desk Remote Logout

A user that has forgotten to log out of a Hot Desking phone can be logged out using any phone that supports Hot Desk Remote Logout.

To remotely log out a Hot Desking phone:

1. dial the.
2. Dial **111**.
3. Dial the Hot Desk User Extension Number that you want to log out.

Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, your system administrator or telephone company can identify the source of the call and provide this information to appropriate personnel or authorities.

CAUTION: Tagging a non-malicious call may result in fines or other penalties.

To tag a malicious call:

- Press the **Tag Call** feature key while the call is in progress.
  See "Programming the Feature Keys" elsewhere in this guide for information on programming a Tag Call feature key to your phone.
  -OR-
- Press **TRANS/CONF.**
- Dial ***55**.

If the call was successfully tagged "Thank You" is shown on the display; otherwise, "Not Allowed" is displayed.

Note: Tag Call can be used on active two-party calls only. Calls on hold and conference calls cannot be tagged.